

FIG. 1
(PRIOR ART)

FIG. 2

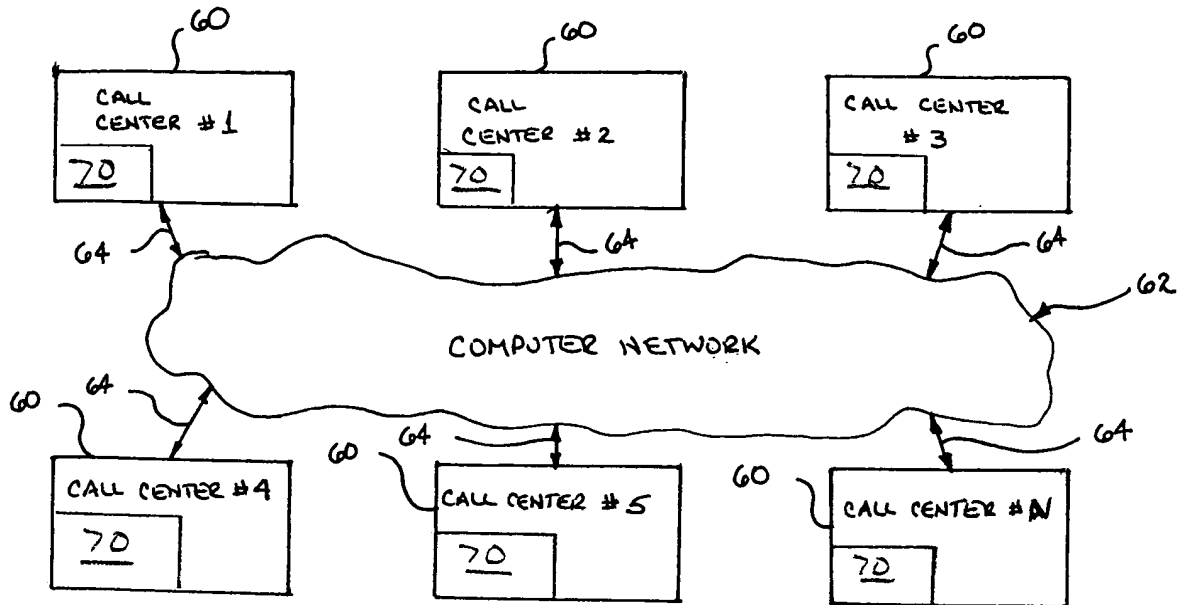
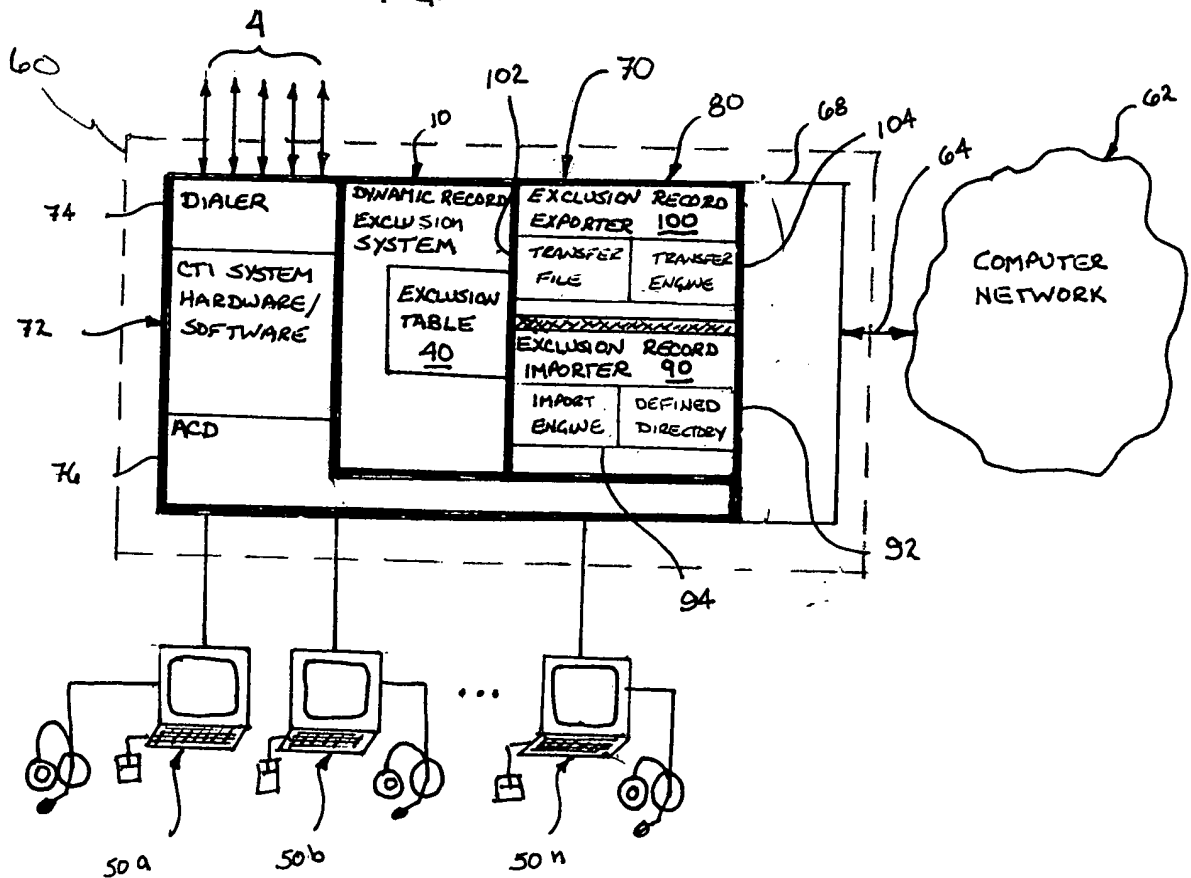


FIG. 3



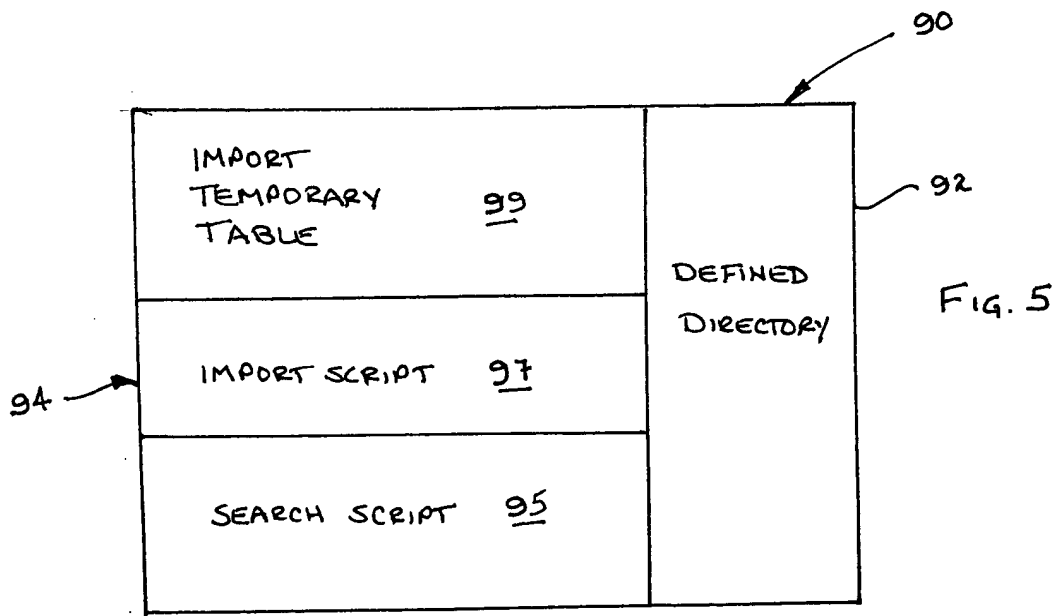
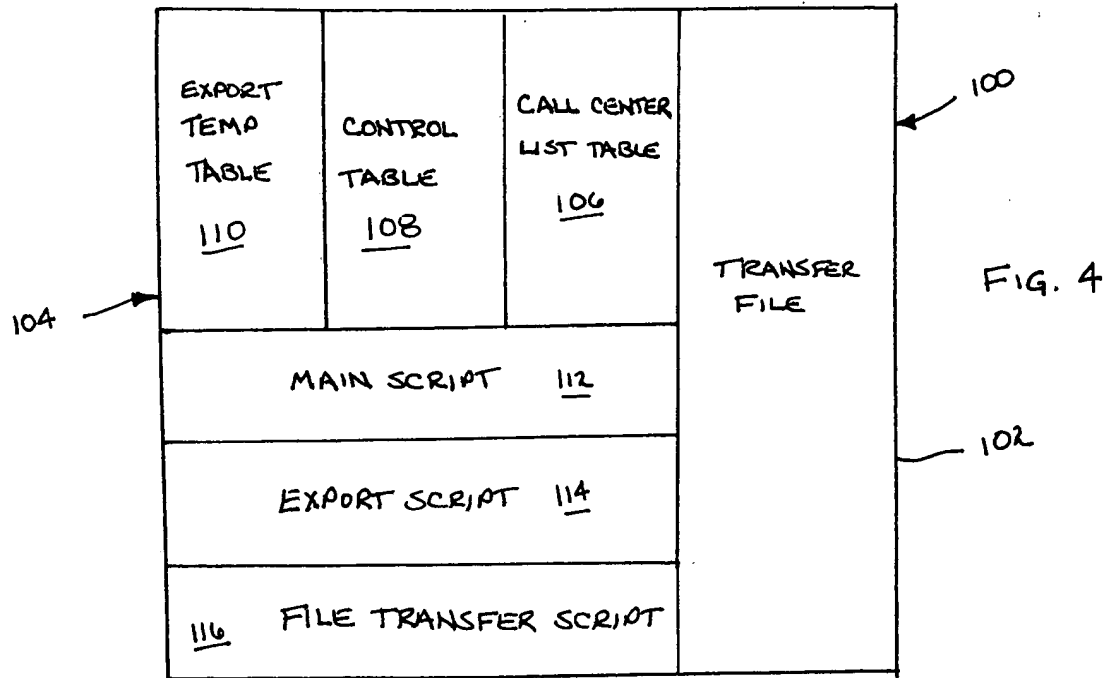


FIG. 6

200

210

Maintain at least one exclusion table in a first networked call center dynamic data record exclusion system, said at least one exclusion table for holding at least one exclusion record.

220

Send said at least one exclusion table including said at least one exclusion record and a list of distributed call center CTI systems to which said at least one exclusion table should be exported to an exclusion record exporter.

230

Save said at least one exclusion table including at least one exclusion record to be exported in a transfer file.

240

Transfer said transfer file to a defined directory at said at least one distributed call center CTI system.

250

Search, using an exclusion record importer, said defined directory to identify if at least one new file has been transferred to said defined directory.

260

Copy said at least one exclusion table including at least one exclusion record stored in an identified new transfer file to an appropriate exclusion table maintained in said distributed call center CTI system's dynamic data record exclusion system.